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2016
Report on the Accessibility Plan

Mississauga is becoming a more accessible city

An accessible city ensures everyone feels they belong.

The City released its [14th Annual Accessibility Plan in 2016](#). That's important because one in seven people in Ontario has a disability. In Mississauga that means over 100,000 people have some kind of disability. The number will rise to one in five as the population ages.

Mississauga's Accessibility Vision Statement, "A Great Place to live, work, travel and play for everyone!" complements the City's vision of "a place where people choose to be" as outlined in the City's Strategic Plan.

The Accessibility Vision is an inclusive one that will be realized by:

- ✓ Meeting or exceeding legislative timelines
- ✓ Providing mobility for everyone
- ✓ Retrofitting older buildings, parks and trails
- ✓ Making accessibility a design priority
- ✓ Providing accessible information
- ✓ Creating awareness
- ✓ Securing dedicated funding
- ✓ Representing persons with disabilities

These strategies help realize our vision:

- 1 Give accessibility a voice everywhere
- 2 Do what we know is right through our practices and policies
- 3 Partner with other jurisdictions (i.e., government) for synergies and efficiency
- 4 Reach out and collaborate to improve education and awareness
- 5 Encourage private sector contributions to accessibility

Union Park playground located on the NE corner of Tenth Line W. and Aquitaine Ave.



Legislation

The [Ontario Human Rights Code](#) recognizes the dignity and worth of every person in Ontario. It provides for equal rights and opportunities and freedom from discrimination.

Customers, clients and tenants with disabilities have the right to equal treatment and equal access to facilities and services. This includes restaurants, shops, hotels and movie theatres, as well as apartment buildings, transit and other public places.

At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” to help them do their job.

The [Accessibility for Ontarians with Disabilities Act](#) (AODA, 2005) was put into place to develop, implement and enforce accessibility standards.



Guide dog with harness at work.

Customer Service, Information and Communication, Employment, Transportation and Built Environment Standards

A number of accessibility standards are laid out in the [Integrated Accessibility Standards Regulation](#) (IASR) made under the AODA. They set out measures, policies, practices and other steps needed to improve and prevent barriers for people with disabilities. The standards apply to both the public and private sectors.

The [regulation](#) includes 'general requirements' such as ensuring accessible goods and services are purchased.

Mississauga's Multi-Year Accessibility Plan

The City's [Multi-Year Accessibility Plan \(2012-2017\)](#) and yearly reports demonstrate the City's commitment to making accessibility a part of everyday business.

The plan was approved by City Council in March 2012 and identifies accessibility standards and projects that ensure the City meets the requirements laid out in the standards.



Meadowvale Community Centre therapeutic pool with ramp.



American Sign Language a,b,c,d.

Achievements

The achievements identified in the [2016 Annual Report](#) presented to Council include:



Customer Service

The 2016 Exceptional Accessible Customer Service Awards were presented to:

- ✓ Emily Pattenick, Recreation Program Leader, who runs a gym and swim program for students with disabilities and provides individual assistance to participants of the program.
- ✓ Linda Northcott, Aquatics Supervisor, who made accommodations for participants in an aquatics program by booking the therapeutic pool for them and ensuring a specific instructor would be available to provide consistency.
- ✓ Nelly Youkakin, Fitness Instructor, who provides visual and verbal prompts and other individual accommodations while teaching fitness classes.

Amendments to the [Accessibility Policy](#) and “May I Help You: Understanding Accessible Customer Service” eLearning Training were completed to comply with changes to the Accessible Customer Service Standard

Trained 537 volunteers and staff in face-to-face Accessible Customer Service

One hundred and fifty-seven (157) families that have a family member with a disability were supported by the Summer Recreation Inclusion Support Program. One hundred (100) individual recreation plans were developed



Employment

- ✓ Twenty-six (26) adult volunteers with developmental disabilities participated in the [Summer Work Experience Program](#) (SWEP) and Secondary School Volunteer Project.
- ✓ The [Road to Mental Readiness \(R2M2\)](#) training program was initiated with Mississauga Fire Fighters. This program supports a mentally healthy workplace.



Transportation

- ✓ [MiWay](#) installed 365 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 365 pads installed, 215 were dedicated to rear door concrete pad extensions.

2016 Exceptional Accessible Customer Service Award Winners along with Councillors Pat Saito, Matt Mahoney, Chris Fonseca, Chair person of AAC, Carol-Ann Chafe and Supervisor Accessibility Planning, Diana Simpson





Built Environment

Buildings

- ✓ Facilities with improved accessibility in 2016 include:
 - The new [Meadowvale Community Centre and Library](#) received a 2016 March of Dimes Award of Merit for Barrier Free Design
 - Two (2) new park washroom buildings were completed (Lisgar Fields and Dr. Dobkin Martin Park). Each of these buildings have 2 individual unisex washrooms and one universal (larger sized) washroom.
 - Three (3) other building renovation projects resulted in accessibility improvements ([Paul Coffey Arena](#) - washrooms, [Living Arts Centre](#) – elevators, [Mississauga SportZone Community Rinks](#) – stairs)

Universal toilet room, shower and adjustable adult change table at Meadowvale Community Centre.



Outdoor Spaces

- ✓ [Union Park](#) was developed with accessible fitness equipment, paved access routes, a shelter, accessible picnic/games table, benches and leash-free area.
- ✓ Four (4) other park projects resulted in accessibility improvements (Ridgeway Community Courts, Huron Park Picnic Shelter, Lake Aquitaine Spraypad, Paul Coffey Park)
- ✓ Eight (8) parks received accessible outdoor fitness equipment with accessible instructions, including access to instructions using QR codes
- ✓ Nine (9) existing trails received paving and reconstruction, and three (3) new trails were constructed
- ✓ Eighteen (18) playgrounds received improvements to accessibility.
- ✓ Eight (8) intersections were outfitted with Accessible Pedestrian Signals

Other Successes

- ✓ A High School Parasport Try-It Event provided an opportunity for eight High Schools and 100 students to participate with para athletes in wheelchair rugby, wheelchair basketball, sledge hockey, and sitting volleyball.
- ✓ The Inclusion Resource Team (Recreation) in partnership with Community Living Mississauga provided worker support and outreach to 120 adults with intellectual disabilities.
- ✓ The City hosted the 2016 Ontario Summer Games at various venues in Mississauga from August 11 – 14, 2016. One of the sports was sledge hockey.

The Accessibility Advisory Committee and the Accessibility Policy

Mississauga's [Accessibility Advisory Committee \(AAC\)](#) advises, recommends and assists the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility) including persons with disabilities.

The committee reviews municipal policies, programs, services and facilities and assists with the identification, removal and prevention of barriers faced by persons with disabilities.

The City's [Accessibility Policy](#) ensures that the City continues its progress towards improving accessibility in Mississauga. The policy requires all City corporate policies and procedures, bylaws, standards and guidelines must comply with the AODA's accessibility standards.



Back Row: Carol-Ann Chafe, Chair; Councillor Pat Saito, Ward 9; Mandi Buckner, Stakeholder Member; Sally Wall, Stakeholder Member; Naz Husain, Citizen Member; Melanie Taddeo, Vice-Chair; Alfie Smith, Stakeholder Member; Asim Zaidi, Citizen Member; Mashkooor Sherwani, Citizen Member; Rabia Khedr, Citizen Member; Councillor Matt Mahoney, Ward 8

Front Row: Clement Lowe, Citizen Member



Meadowvale Community Centre and Library, front entrance.



Receiving March of Dimes Award of Merit for Barrier Free Design for Meadowvale CC and Library.

From left to right:

Blair Roblin, Past Chair, March of Dimes Canada

Diana Simpson, Supervisor, Accessibility Planning

Carol-Ann Chafe, Chair, Mississauga Accessibility Advisory Committee

Bev Litman, Facility Manager, Meadowvale CC

Tracy Schmitt, Award Presenter and Keynote Speaker

For more information:

To find out more about the City's [Accessibility Advisory Committee](#) or [Accessibility Plan](#), visit mississauga.ca/accessibility or contact Accessibility Planning at 905-615-3608, TTY: 905-615-3411 or accessibility.info@mississauga.ca

